Virtual Health Record (VHR) User Guide

Version 2.0
Elysium 9.1.5.17

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Overview

The Virtual Health Record is a virtual view of many databases that contain patient chart records. The database application enables users to look up the information that has been stored electronically for a particular patient and perform some actions on the records selected. A patient must have signed and granted access on a HealtheConnections RHIO Consent Form, for your organization, in order to access the record.

Logging on to the VHR

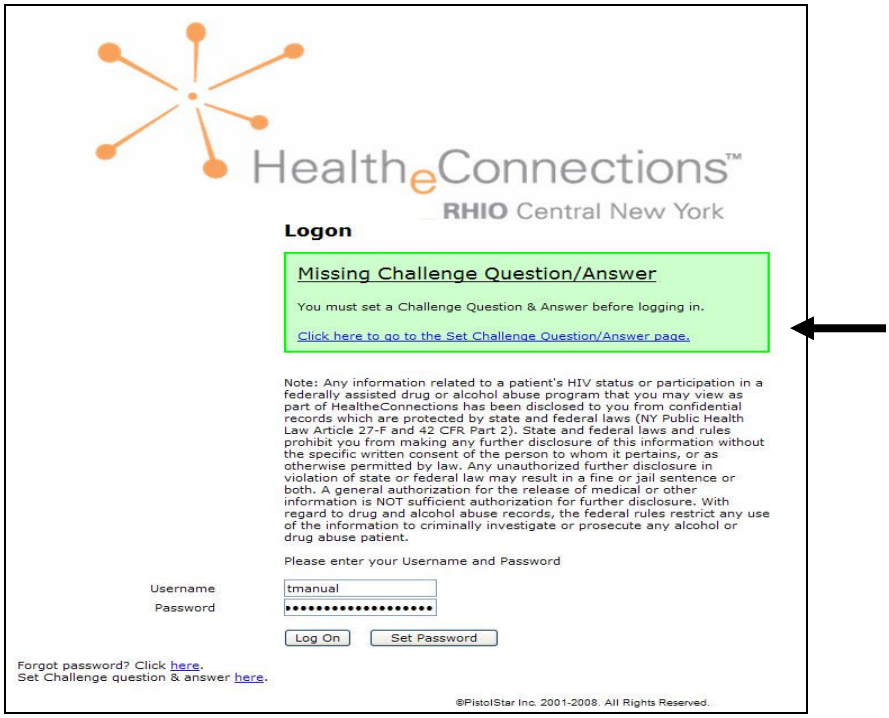
If the shortcut to the VHR is not already on your desktop, follow the instructions below:

1) Connect to the internet.
2) In the address bar type in http://healtheconnections.axolotl.com
3) Press Enter.
4) Click the *Log In* Button on the screen.
5) Enter your username and password.
6) Click the *Log On* button or press Enter.

First Time Users

If this is the first time you have logged into the VHR you are required to set your challenge question and change your password before gaining access. Follow the instructions below to complete this:

1) Follow steps 1-6 above.
2) You will be prompted to enter your challenge question and answer. Click on the link to set this question and answer. ***Note:*** **the purpose of the set challenge question and answer is in the event that you forget your password, you can reset it yourself.**


HealtheConnections™
RHIO Central New York
Logon
Missing Challenge Question/Answer
You must set a Challenge Question & Answer before logging in.
Click here to go to the Set Challenge Question/Answer page.
Note: Any information related to a patient's HIV status or participation in a federally assisted drug or alcohol abuse program that you may view as part of HealtheConnections has been disclosed to you from confidential records which are protected by state and federal laws (NY Public Health Law Article 27-F and 42 CFR Part 2). State and federal laws and rules prohibit you from making any further disclosure of this information without the specific written consent of the person to whom it pertains, or as otherwise permitted by law. Any unauthorized further disclosure in violation of state or federal law may result in a fine or jail sentence or both. A general authorization for the release of medical or other information is NOT sufficient authorization for further disclosure. With regard to drug and alcohol abuse records, the federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.
Please enter your Username and Password
Username
tmanual
Password
Log On
Set Password
Forgot password? Click here.
Set Challenge question & answer here.
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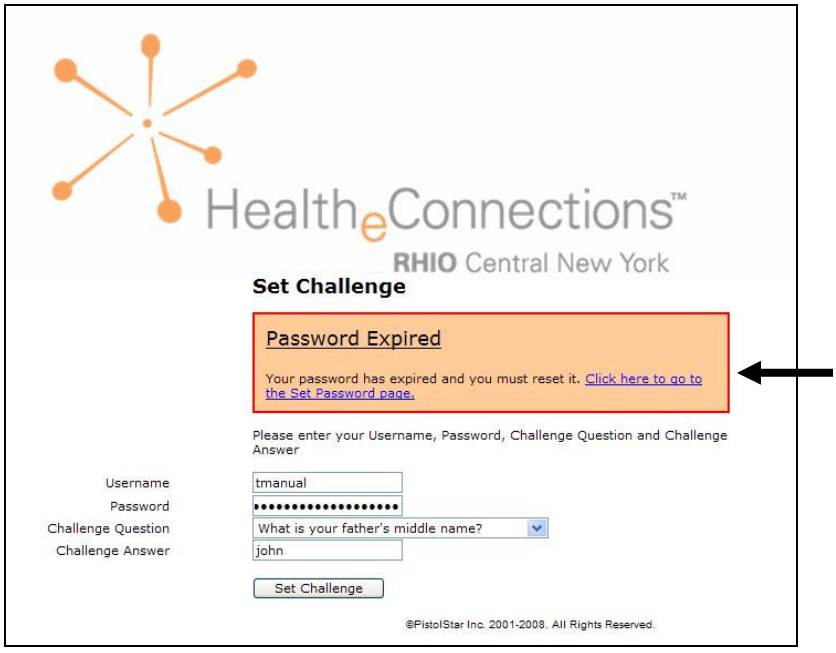
3) On the Set Challenge screen enter your username and password.
4) Pick one of the Challenge questions in the list and type your answer in the Challenge Answer box. ***Note:*** **this field is case sensitive.**

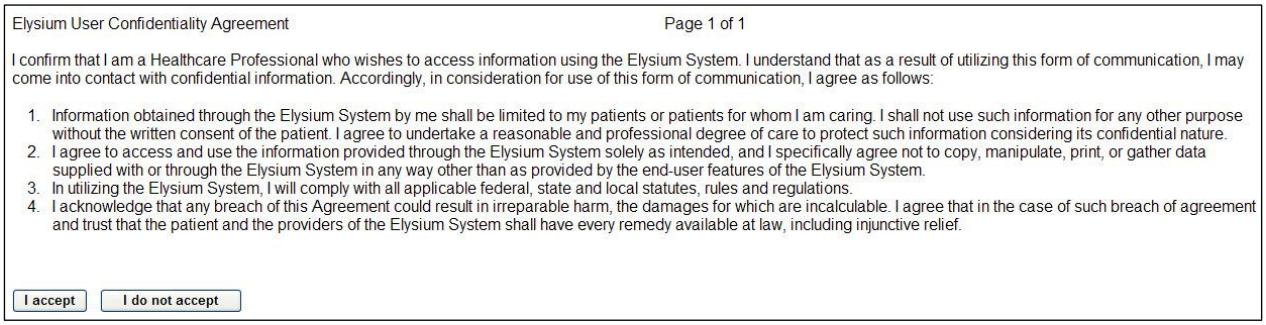
5) Click the *Set Challenge* button.
6) You will then be prompted to change your expired password. Click on the link to change your password.



7) On the Set Password screen enter your Username, Current Password, New Password, and Confirm Password. ***Note:*** **your new password must meet certain requirements to be accepted. These requirements are listed on the Set Password page. If your new password does not meet these requirements, a warning box will appear and list the reason the password is not acceptable.**

HealtheConnections™
RHIO Central New York
Set Password
Requirements for Passwords are as follows:
Must be at least 8 characters
Must include at least 1 numeric character
Must include at least 1 uppercase character
Must include at least 1 lowercase character
Password cannot be a variation of your username
Password cannot have been previously used
Please enter your Username, Password and New Password
Username
Password
New Password
Confirm Password
Set Password
©PistolStar Inc. 2001-2008. All Rights Reserved.

8) Click on the *Set Password* button.
9) Read and then click the *I Accept* button on the Elysium Confidentiality Agreement.


Elysium User Confidentiality Agreement Page 1 of 1

I confirm that I am a Healthcare Professional who wishes to access information using the Elysium System. I understand that as a result of utilizing this form of communication, I may come into contact with confidential information. Accordingly, in consideration for use of this form of communication, I agree as follows:

1. Information obtained through the Elysium System by me shall be limited to my patients or patients for whom I am caring. I shall not use such information for any other purpose without the written consent of the patient. I agree to undertake a reasonable and professional degree of care to protect such information considering its confidential nature.
2. I agree to access and use the information provided through the Elysium System solely as intended, and I specifically agree not to copy, manipulate, print, or gather data supplied with or through the Elysium System in any way other than as provided by the end-user features of the Elysium System.
3. In utilizing the Elysium System, I will comply with all applicable federal, state and local statutes, rules and regulations.
4. I acknowledge that any breach of this Agreement could result in irreparable harm, the damages for which are incalculable. I agree that in the case of such breach of agreement and trust that the patient and the providers of the Elysium System shall have every remedy available at law, including injunctive relief.

I accept I do not accept

All Users

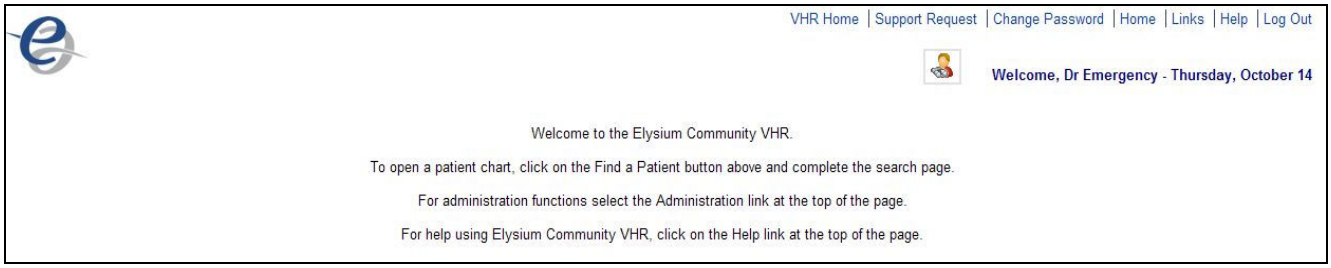
You will need to change your password every 90 days and will be prompted 10 days before that to change it.

If you forget your password or need to reset your Challenge Question/Answer, please click on the links on the Log in page of the VHR.

Please see your RHIO Administrator if you need assistance in resetting your password or your account has been locked out.

VHR Home Page

Once successfully logged on to the VHR, you will come to the VHR Home Page:


VHR Home | Support Request | Change Password | Home | Links | Help | Log Out
Welcome, Dr Emergency - Thursday, October 14
Welcome to the Elysium Community VHR.
To open a patient chart, click on the Find a Patient button above and complete the search page.
For administration functions select the Administration link at the top of the page.
For help using Elysium Community VHR, click on the Help link at the top of the page.

You can click on any of the blue links in the upper right hand corner of the screen to get to the following:

VHR Home – brings you back to the home page of the VHR.

Support Request – displays the HealtheConnections support e-mail and phone number to contact with any support issues.

Change Password - enables users to change their password right from the VHR.

Home - navigates to the Home page for Elysium Lite EMR users only.

Links – Axolotl supplied commonly used and helpful web links.

Help – Axolotl VHR User Manual that contains instructions on how to use the application.

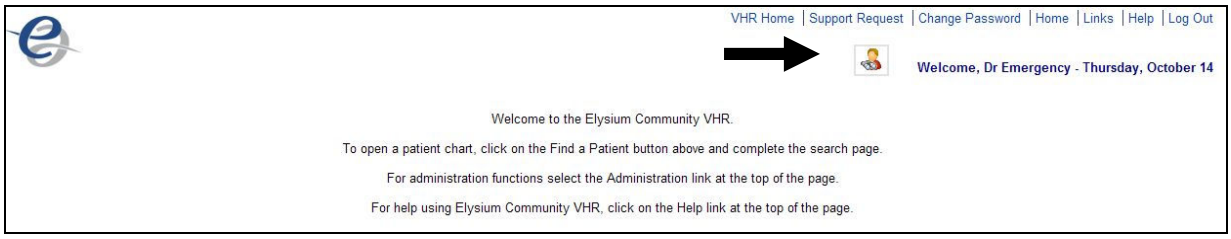
Log Out - closes the browser window and logs the user out of the application.

You can search for patients by clicking on the Find Patient icon. See *Searching for a Patient* below to learn more.

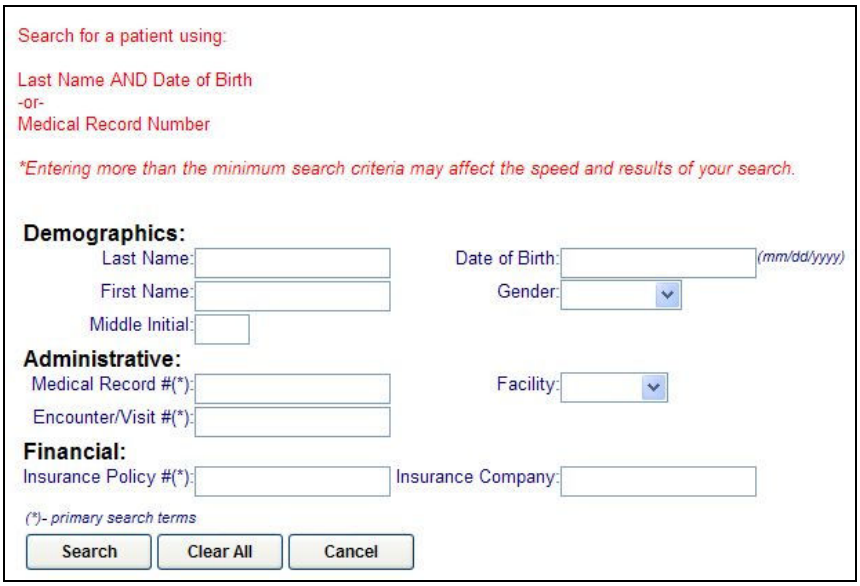
Searching for a Patient

Once logged into the VHR, you can search for a patient. Follow the steps below to search for a patient:

1) Click the Find Patient icon - - on the VHR Home page.


VHR Home | Support Request | Change Password | Home | Links | Help | Log Out
Welcome, Dr Emergency - Thursday, October 14
Welcome to the Elysium Community VHR.
To open a patient chart, click on the Find a Patient button above and complete the search page.
For administration functions select the Administration link at the top of the page.
For help using Elysium Community VHR, click on the Help link at the top of the page.

2) The Patient Search screen will appear.



3) For best results, search for patients by entering both the Last Name AND Date of Birth or the Medical Record Number for your organization.
4) Click on the *Search* button. ***Note:*** **If a unique match is found you will automatically be taken to the next screen.**
5) If more than one record matches the search terms you entered, you need to select a patient from the list that displays by clicking on the Patient Name blue link.

Managing Consent on the VHR

Before accessing any record on the VHR a patient must have first signed and granted access on a RHIO consent form for your organization. Consent can be captured electronically in your Hospital Information System or Electronic Medical Record or it may be a manual process within your organization. **Please see your RHIO Administrator if you are unsure on how consent is captured within your organization.**

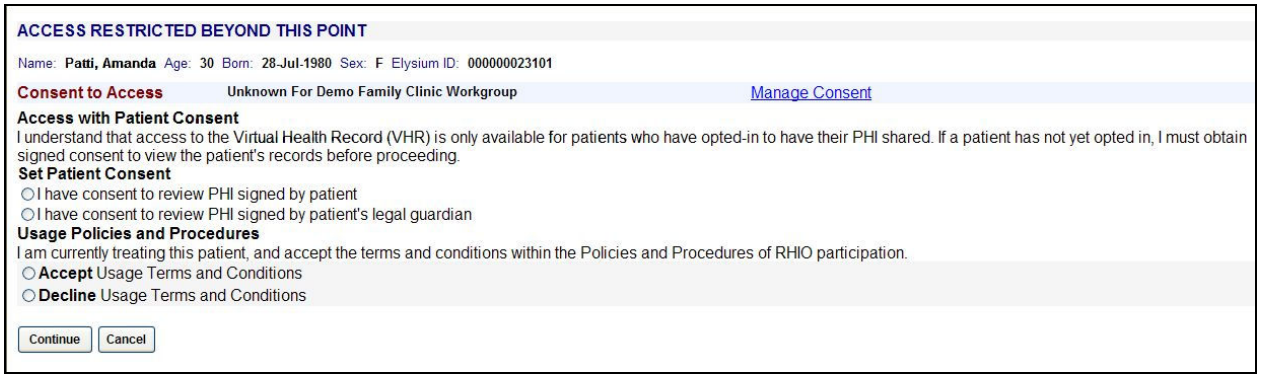
If consent has already been granted and set within the VHR, you will automatically go into the patient's chart. If not, the following steps can be taken to manage the patient's consent ***for your organization and affiliated Authorized Users ONLY***.

Note: **ALL patients between the ages of 10 until the age of 18 can only be accessed in an emergency and will be at an Emergency consent state through this age range. A Manage Consent link for this age group is not viewable.**

To Set Simple Yes Consent

The Simple Consent feature allows users to set the patient consents to Yes more quickly without having to go into the Manage Consent window. However, once this is set, you cannot go in and provide any additional detail that is displayed on the Manage Consent screen.

1) After searching and selecting the patient's chart you would like to view, the following screen will display:


ACCESS RESTRICTED BEYOND THIS POINT
Name: Patti, Amanda Age: 30 Born: 28-Jul-1980 Sex: F Elysium ID: 000000023101
Consent to Access
Unknown For Demo Family Clinic Workgroup
Manage Consent
Access with Patient Consent
I understand that access to the Virtual Health Record (VHR) is only available for patients who have opted-in to have their PHI shared. If a patient has not yet opted in, I must obtain signed consent to view the patient's records before proceeding.
Set Patient Consent
I have consent to review PHI signed by patient
I have consent to review PHI signed by patient's legal guardian
Usage Policies and Procedures
I am currently treating this patient, and accept the terms and conditions within the Policies and Procedures of RHIO participation.
Accept Usage Terms and Conditions
Decline Usage Terms and Conditions
Continue
Cancel

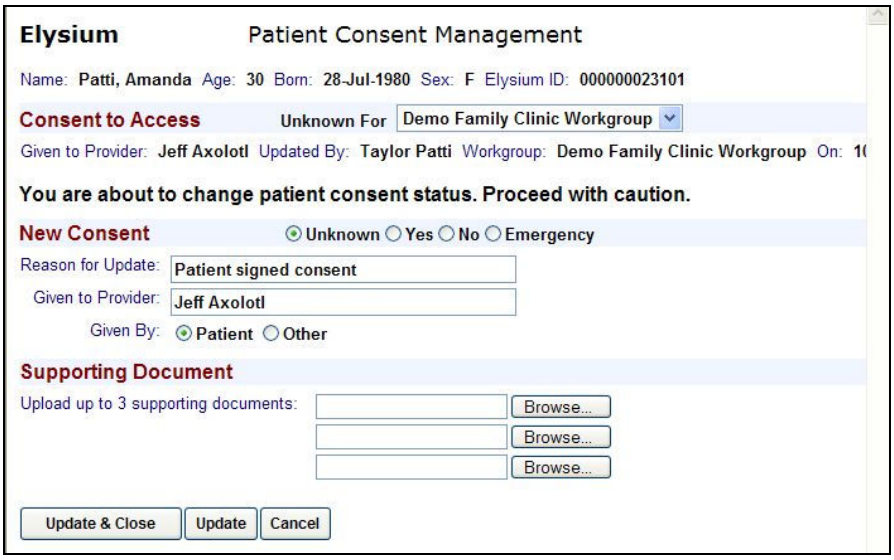
2) Under **Set Patient Consent** choose the appropriate radio button.
3) Click the Accept radio button under Usage Policies and Procedures.
4) Click *Continue*.

To Set No, Emergency, Unknown, and/or Provide More Detail for Consent

1) After searching and selecting the patient's chart you would like to view, click on the Manage Consent Link.

ACCESS RESTRICTED BEYOND THIS POINT
Name: Patti, Amanda Age: 30 Born: 28-Jul-1980 Sex: F Elysium ID: 000000023101
Consent to Access
Unknown For Demo Family Clinic Workgroup
Manage Consent
Access with Patient Consent
I understand that access to the Virtual Health Record (VHR) is only available for patients who have opted-in to have their PHI shared. If a patient has not yet opted in, I must obtain signed consent to view the patient's records before proceeding.
Set Patient Consent
I have consent to review PHI signed by patient
I have consent to review PHI signed by patient's legal guardian
Usage Policies and Procedures
I am currently treating this patient, and accept the terms and conditions within the Policies and Procedures of RHIO participation.
Accept Usage Terms and Conditions
Decline Usage Terms and Conditions
Continue
Cancel

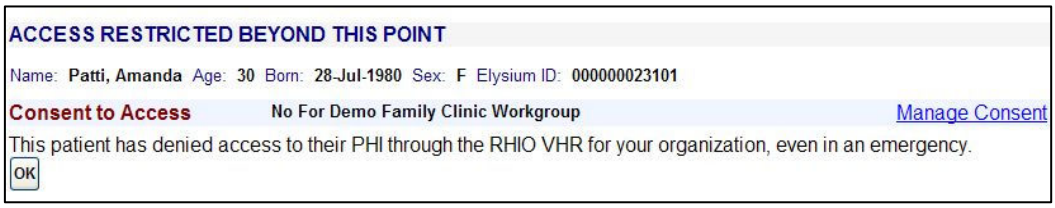
2) The Manage Consent form will appear.



3) You can change the consent for your organization to Yes, No, Emergency, or Unknown based on the patient's RHIO consent form or if in an Emergency situation.
4) You can add in Reason for Update, who the consent form was given to, and select the Patient or Other radio button indicating who gave the consent. ***Note:*** **this information will be displayed on the Patient Info tab on the VHR for your organization.**
5) If desired you can click on the *Browse* button under Supporting Documentation and add in the consent form if it is scanned into your computer system somewhere (i.e. hard drive or network drives). ***Note:*** **Supporting Documentation can be accessed on the Patient Info tab on the VHR for your organization.**
6) Click *Update & Close*.
7) Click the Accept radio button under Usage Policies and Procedures.
8) Click *Continue*.

Consent Set to No

If a patient has denied access for your organization to view their records on the VHR, ***even in an emergency***, the following message will appear:


ACCESS RESTRICTED BEYOND THIS POINT
Name: Patti, Amanda Age: 30 Born: 28-Jul-1980 Sex: F Elysium ID: 000000023101
Consent to Access
No For Demo Family Clinic Workgroup
Manage Consent
This patient has denied access to their PHI through the RHIO VHR for your organization, even in an emergency.
OK

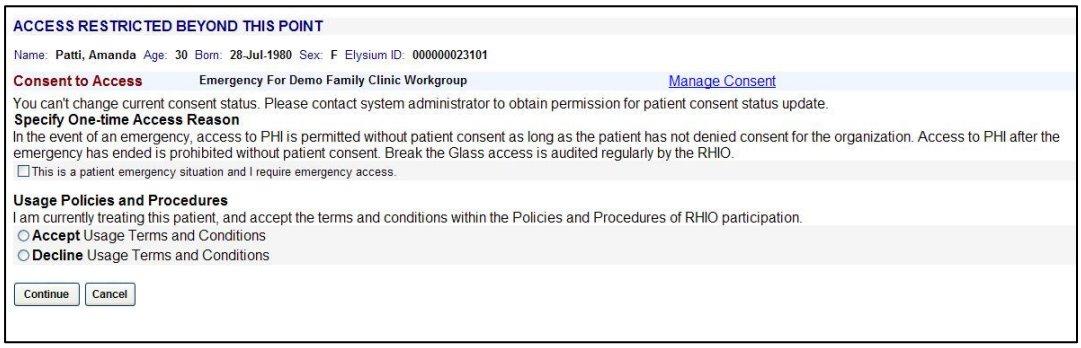
1) Click OK to exit the record and return to the VHR Home page.

OR

2) Click on Manage Consent if the patient's consent needs to be updated. ***Note: if* consent is set to no it should NOT be updated unless you have a signed consent form from that patient, even in an emergency situation.**

Consent Set to Emergency

If consent has been set to Emergency status for a patient, the following message will appear:


ACCESS RESTRICTED BEYOND THIS POINT
Name: Patti, Amanda Age: 30 Born: 28-Jul-1980 Sex: F Elysium ID: 000000023101
Consent to Access
Emergency For Demo Family Clinic Workgroup
Manage Consent
You can't change current consent status. Please contact system administrator to obtain permission for patient consent status update.
Specify One-time Access Reason
In the event of an emergency, access to PHI is permitted without patient consent as long as the patient has not denied consent for the organization. Access to PHI after the emergency has ended is prohibited without patient consent. Break the Glass access is audited regularly by the RHIO.
This is a patient emergency situation and I require emergency access.
Usage Policies and Procedures
I am currently treating this patient, and accept the terms and conditions within the Policies and Procedures of RHIO participation.
Accept Usage Terms and Conditions
Decline Usage Terms and Conditions
Continue
Cancel

1) Check the box that it is an Emergency situation and access is needed.
2) Click the Accept radio button under Usage Policies and Procedures.
3) Click *Continue*.

OR

1) Click on Manage Consent if a patient's consent needs to be updated.

Working within a Patient Chart

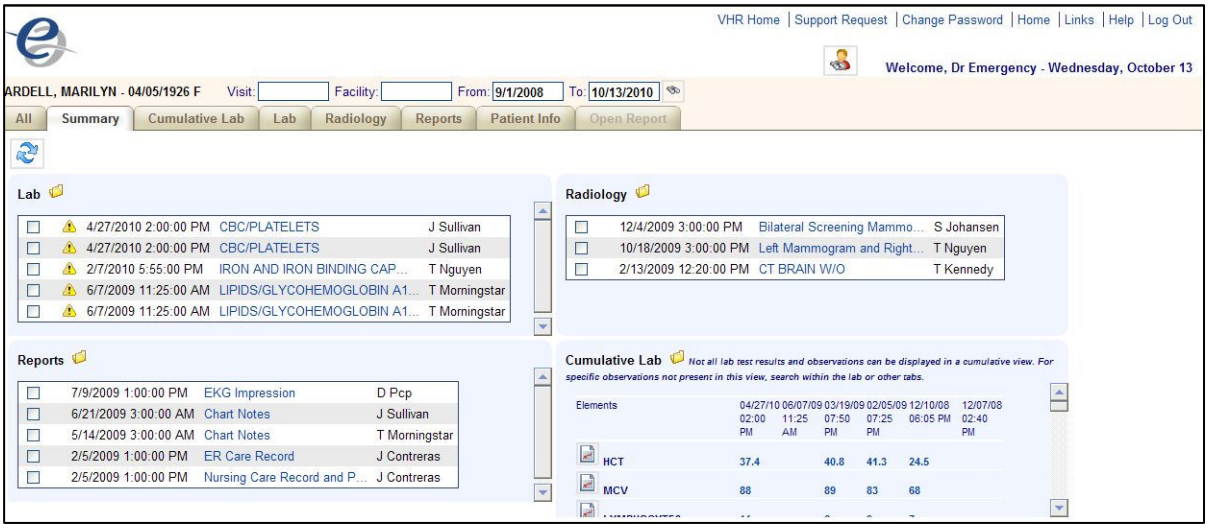
Patient Banner

Once you've verified the identity of the patient, you'll see the patient banner:

When you see this banner, you are in a patient chart, and have access to the sub set of the patient chart that matches the default date range specified within the banner. You can change these dates by simply clicking the box and changing the From and To date and clicking the search icon - .

Chart Tabs

Chart tabs organize the selected patient information into categories. ***Note:*** **depending on your level of access, you may see *all* chart tabs or *only* the Patient Info tab.**


VHR Home | Support Request | Change Password | Home | Links | Help | Log Out
Welcome, Dr Emergency - Wednesday, October 13
ARDELL, MARILYN - 04/05/1926 F Visit: Facility: From: 9/1/2008 To: 10/13/2010
All
Summary
Cumulative Lab
Lab
Radiology
Reports
Patient Info
Open Report
Lab
4/27/2010 2:00:00 PM CBC/PLATELETS J Sullivan
4/27/2010 2:00:00 PM CBC/PLATELETS J Sullivan
2/7/2010 5:55:00 PM IRON AND IRON BINDING CAP... T Nguyen
6/7/2009 11:25:00 AM LIPIDS/GLYCOHEMOGLOBIN A1... T Morningstar
6/7/2009 11:25:00 AM LIPIDS/GLYCOHEMOGLOBIN A1... T Morningstar
Radiology
12/4/2009 3:00:00 PM Bilateral Screening Mammo... S Johansen
10/18/2009 3:00:00 PM Left Mammogram and Right... T Nguyen
2/13/2009 12:20:00 PM CT BRAIN W/O T Kennedy
Reports
7/9/2009 1:00:00 PM EKG Impression D Pcp
6/21/2009 3:00:00 AM Chart Notes J Sullivan
5/14/2009 3:00:00 AM Chart Notes T Morningstar
2/5/2009 1:00:00 PM ER Care Record J Contreras
2/5/2009 1:00:00 PM Nursing Care Record and P... J Contreras
Cumulative Lab
Not all lab test results and observations can be displayed in a cumulative view. For specific observations not present in this view, search within the lab or other tabs.
Elements
HCT 37.4 40.8 41.3 24.5
MCV 88 89 83 68

The tabs represent the following:

a) **All**: Lists all results and reports for the patient in order by Clinical Date.

b) **Summary**: Default tab displayed when opening a patient record. It will display the five most recent reports that are in the VHR for Lab, Radiology, Transcribed Reports, and if any Cumulative Labs were created.

c) **Cumulative Lab**: An enhanced display of lab results within the VHR that are LOINC coded. See section on *Cumulative Lab Tab* below to learn more.

d) **Lab**: Displays any lab results within the VHR. If abnormal results are indicated within the lab report the Abnormal Result icon - - will be displayed.

e) **Radiology**: Displays any radiology reports and their associated notes.

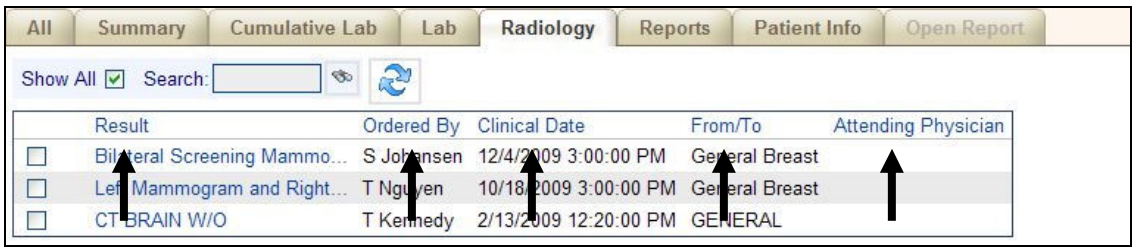
f) **Reports**: Displays any Transcribed Reports for the patient.

g) **Patient Info**: Displays demographic information such as address, guarantor, and insurance. This is primarily a view only screen, but certain Authorized Users can query the SureScripts database to view Medication and Pharmacy Eligibility information. See *Other VHR Features* section to learn more.

h) **Open Report**: Displays the last report opened.

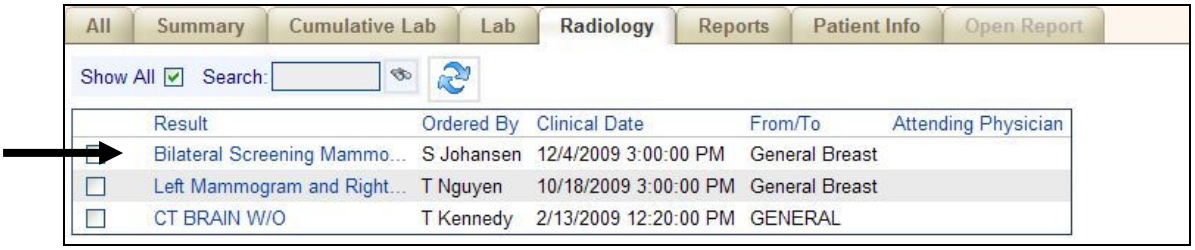
Sorting Reports

Reports can be sorted by clicking on the blue link in the header of the reports list. Reports can be sorted by Result, Ordered By, Clinical Date, From/To (i.e. Facility that report came from) or Attending Physician.



Opening a Report

To open a report click on the blue link of the report subject. It will display in the Open Reports tab.

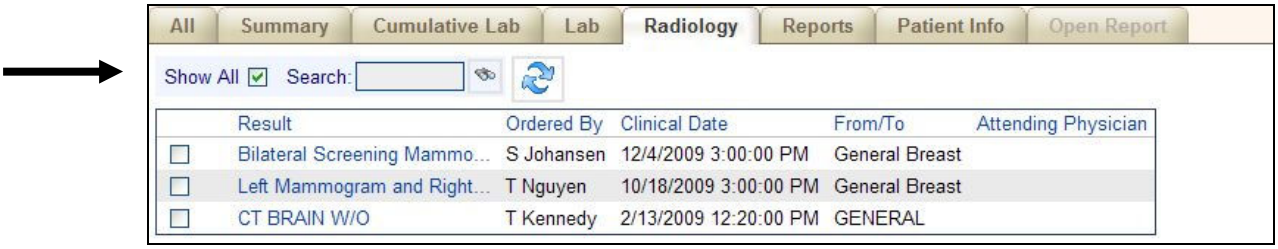


Searching within a Report

Some tabs contain a search box. The search works over the reports that are contained within the tab and within the date range in the patient banner.

To find a specific report or group of reports within a chart tab:

1) Enter some text or a date into the search box.
2) Click the Search icon - .
3) To restore all the reports on the chart tab, re-select the “Show All” check box.



Refreshing the Page

New information is being sent to the Virtual Health Record continuously and the web page does not automatically refresh. Selecting any new tab or action will automatically refresh the page, or you may use the Refresh icon - .

Going to a New Chart

When you are ready to go to a new chart, click Find Patient icon - - above the patient banner.

Cumulative Lab Tab

Cumulative Views are an enhancement to the normal display of Laboratory test results. From this Cumulative View tab, you can modify the parameters of the Cumulative View and refresh it. You can:

- Change the lab elements displayed

- Increase or decrease the time period for results

- Change the axis to vertical

- Display a chart

Change the Lab Elements Displayed

While you have the cumulative view tab open, you can select other groups of tests or individual tests to view.

1) Select next to the display of groups.
2) Select the group or the elements you want to see by clicking to highlight.
3) Select to reload the page.

You may select multiple groups and elements by holding down the Ctrl key and clicking on the several groups or tests. However, remember that too many results in one Cumulative View may make the page less usable.

Increase or Decrease the Time Period for Results

Cumulative Views are configured to display 8 columns and 50 rows. For frequently occurring tests, a shorter time span may display enough useful results. For irregularly occurring tests, or annual tests, the time span may need to be longer. When the Cumulative View is first selected, the time interval is set for that time limit in the Patient Banner, or if there is no time limit set by default, it selects results back to the beginning of the prior month.

1) To change the time interval, click the down arrow in the box next to Time Range and select the range that is most likely to display a number of useful results.
2) Select to reload the page.

Change the Axis to Vertical

For a small number of elements with a large number of samples, the vertical display may be more useful.

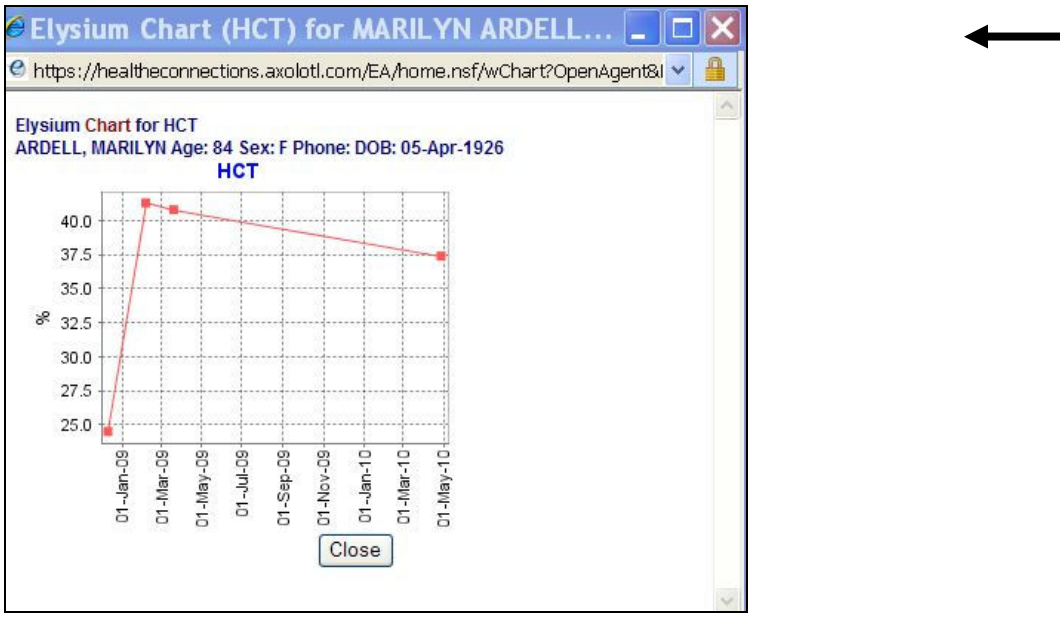
1) Click on the down arrow next to the Time Axis and select Vertical.
2) Select to reload the page.

Display a Chart

Only result values that have been LOINC coded into the system can be displayed in a chart.

1) To display a chart, click on the graph picture that appears to the left of the test name.

2) To close the chart click on the X in the upper right hand corner.



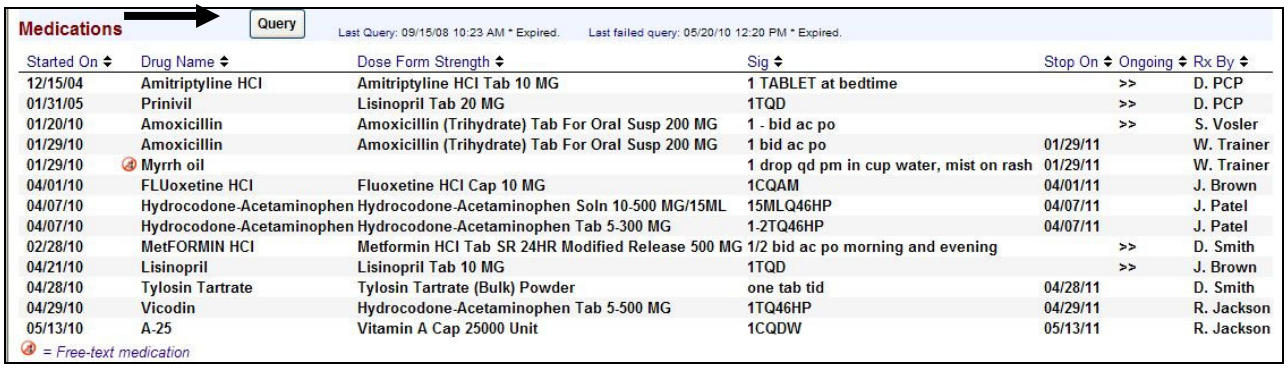
Other VHR Features

SureScripts Database

The VHR has the ability to query the SureScripts database to determine what medications have been filled for a patient and their pharmacy eligibility information. The ability to access this database requires your username to be set up with your Prescription DEA and license number. Please see your RHIO Administrator if you would like this type of access.

Query Prescription Fill History (i.e. Medications)

1) From the Patient Info tab under Medications, click on the Query button. ***Note:*** **if a query was performed within the last 24 hours, you can click on the blue link date next to Last Query.**
2) Any filled medications will be displayed.



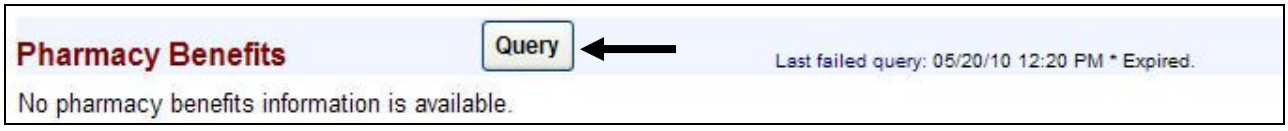
Medications Query Last Query: 09/15/08 10:23 AM * Expired. Last failed query: 05/20/10 12:20 PM * Expired.

Started On	Drug Name	Dose Form Strength	Sig	Stop On	Ongoing	Rx By
12/15/04	Amitriptyline HCl	Amitriptyline HCl Tab 10 MG	1 TABLET at bedtime		>>	D. PCP
01/31/05	Prinivil	Lisinopril Tab 20 MG	1TQD		>>	D. PCP
01/20/10	Amoxicillin	Amoxicillin (Trihydrate) Tab For Oral Susp 200 MG	1 - bid ac po		>>	S. Vosler
01/29/10	Amoxicillin	Amoxicillin (Trihydrate) Tab For Oral Susp 200 MG	1 bid ac po	01/29/11		W. Trainer
01/29/10	Myrrh oil		1 drop qd pm in cup water, mist on rash	01/29/11		W. Trainer
04/01/10	FLUoxetine HCl	Fluoxetine HCl Cap 10 MG	1CQAM	04/01/11		J. Brown
04/07/10	Hydrocodone-Acetaminophen	Hydrocodone-Acetaminophen Soln 10-500 MG/15ML	15MLQ46HP	04/07/11		J. Patel
04/07/10	Hydrocodone-Acetaminophen	Hydrocodone-Acetaminophen Tab 5-300 MG	1-2TQ46HP	04/07/11		J. Patel
02/28/10	MetFORMIN HCl	Metformin HCl Tab SR 24HR Modified Release 500 MG	1/2 bid ac po morning and evening		>>	D. Smith
04/21/10	Lisinopril	Lisinopril Tab 10 MG	1TQD		>>	J. Brown
04/28/10	Tylosin Tartrate	Tylosin Tartrate (Bulk) Powder	one tab tid	04/28/11		D. Smith
04/29/10	Vicodin	Hydrocodone-Acetaminophen Tab 5-500 MG	1TQ46HP	04/29/11		R. Jackson
05/13/10	A-25	Vitamin A Cap 25000 Unit	1CQDW	05/13/11		R. Jackson

= Free-text medication

Query Pharmacy Eligibility Information

1) From the Patient Info tab under Pharmacy Benefits, click on the Query button. ***Note:*** **if a query was performed within the last 24 hours, you can click on the blue link date next to Last Query.**
2) Any benefit information will be displayed.



Pharmacy Benefits Query Last failed query: 05/20/10 12:20 PM * Expired.

No pharmacy benefits information is available.

Icons within the VHR

Icons in the columns and on reports tell you information about the status of the report. By putting your mouse pointer over the icon, you can see a text description.

Stat – Appears when the test or exam has been ordered stat

Critical – Appears when the report contains critical values

Abnormal – Appears when the report contains abnormal values

Amended or Appended – appears when the report has been amended or appended since the original report was delivered

Refresh - refreshes the active chart tab only – use browser refresh to refresh entire chart

Definitions of Terms within the VHR

Clinical Date refers to the date that the test, procedure, etc. was performed; i.e. date when the lab sample was drawn, date when the radiology test was performed, etc.

Sample Taken on Date refers to the date that the lab sample was drawn or taken.

From and To Dates refer to the range of clinical dates that you want the patient's results to display for.